



Certificate II in Business BSB20115

This course gives students a solid grounding in general office administration and the chance to get their foot in the door through a range of junior positions. Students will gain the practical skills and business knowledge to prepare them for employment in entry-level roles such as administrative assistant, data entry operator, information desk clerk, office junior and receptionist.

Who is it For?

Given the technical nature of this course, we recommend students have language, literacy and numeracy skills at a minimum of Year 10 level or equivalent to Certificate II level.

How it is Delivered

Students learn through a flexible blend of face-to-face and distance learning, so they can fit their study around other commitments. Students must complete 12 units of competency, including one core unit and 11 elective units.

► Core Units

Unit Code	Unit Name
BSBWHS201	Contribute to health and safety of self and others

► Elective Units*

Unit Code	Unit Name
BSBCUS201	Deliver a service to customers
BSBINN201	Contribute to workplace innovation
BSBCMM201	Communicate in the workplace
BSBITU201	Produce simple word processed documents
BSBWOR202	Organise and complete daily work activities
BSBWOR203	Work effectively with others
BSBWOR204	Use business technology
FSKLRG10	Use routine strategies for career planning
FSKLRG11	Use routine strategies for work related learning
BSBITU102	Develop keyboarding skills
FSKOCM04	Use oral communication skills to participate in workplace meetings

*Elective selection may vary according to customer requirements



How to Apply

To apply for this course or to find out more, call MTC Australia
on **1300 981 901** or go to mtcaustralia.com.au

Why Choose this Course?

► Flexible learning

Our flexible blended delivery model allows students to fit their study in around other commitments.

► Practical skills

The course has a focus on IT skills, as these are essential in administrative roles across all sectors. Other electives allow students to develop highly relevant skills such as customer service and communication.

► Recognition of prior learning

We recognise the prior knowledge and skills students may have gained through previous training, education or work, including formal and informal learning. For more information, please contact us.

► Respect

MTC Australia celebrates the things that make us all unique and aims to make clients feel welcome, safe and supported.

► Proven results

Since 2001, we have delivered training to more than 17,000 people, empowering them to unlock their potential and create new career and life

About MTC Australia

MTC Australia is a thriving social enterprise that provides pathways for people of all backgrounds and life stages to create new life opportunities. We offer high impact employment, learning and youth programs delivered from more than 20 locations across NSW. As a social enterprise, we reinvest surplus into innovative social impact initiatives that support and empower at-risk Australians.

MTC helps more than 20,000 people every year to build self-worth, gain skills for employment and entrepreneurship, and enable possibilities for transformative change.



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RTO CODE: 90171